

<b>Role:</b> Supporter Care Executive	<b>Team:</b> Audiences & Support
<b>Reports to:</b> Supporter Care Manager	<b>Pay Band/Starting Salary:</b> Grade 2 Upper, £25,483 - £26,907 pro-rata, per annum
<b>Location:</b> Edinburgh HQ	<b>Type of Contract:</b> Permanent Full time 40 hours per week

### **CONTEXT**

The National Trust for Scotland is an independent charity set up in 1931 for the preservation and conservation of natural and human heritage that is significant to Scotland and the world.

The Trust has gone on to become Scotland's largest membership organisation and a leader in conserving and promoting the nation's treasured places and collections so that they can be enjoyed by present and future generations.

The Audiences & Support team exists to inspire visits to our places across Scotland, grow membership and drive donations to support our work. Within the Audiences & Support team sits marketing, fundraising, communications, content and design and supporter care.

### **PURPOSE OF THE ROLE**

The wider purpose of the role is to support the interactions we have with our supporters ensuring that we build meaningful relationships with them through our excellent supporter care to encourage loyalty of support and in turn, generating the vital funds we require for the continuation of our charity's work.

The specific purpose of the role is to provide excellent service and care to our many supporters, including but not limited to members, donors, and visitors. It's your role to build strong relationships, offer great service and encourage future support, providing a positive experience of the National Trust for Scotland. As well as processing memberships and carrying out administrative tasks, you will be the first point of contact for general enquires for the organisation and It's your responsibility to ensure that every interaction leaves our supporters, or prospective supporters, feeling thanked and valued and most importantly excited to continue or start their membership and support to the National Trust for Scotland.

### **KEY RESPONSIBILITIES**

1. To deliver exceptional supporter care across multiple channels – In most cases you are the first line of enquiry either by telephone, email, social media, letter or occasionally face to face.
2. To be welcoming and helpful for people contacting our charity who may have a question or feedback.
3. You will present a professional and proactive approach to supporter retention and recruitment
4. You will respond to enquiries in a timely, considerate and caring manner adhering to our specified SLA's
5. You'll be expected to know the Trust's activities, products and policies and be able to communicate them confidently to our visitors, members and donors.
6. You will be expected to manage supporter data in accordance with GDPR and PECR regulations and be proactive in ensuring data is up to date and accurate
7. Provide support to the Supporter Care Manager, CRM manager and other internal departments with time-critical, data sensitive tasks.
8. You will ensure all interactions with supporters are logged in the CRM system and where appropriate passed on to the relevant department(s).

9. You will take payments from supporters either using an online payment system via the phone or by processing cheques. As well as managing refund requests and payment enquires.
10. You will be expected to take responsibility for enquiries and complaints raised by supporters and proactively seek satisfactory and timely resolutions.
11. You will be responsible for administration tasks to service supporter relationships including processing memberships, gift aid, direct debits, data cleaning and consents
12. You will be involved in various system testing ensuring that they are fit for purpose.
13. You will be proactive in process improvement and development and will maintain and create guidance notes for areas of your work.
14. You will work with different teams, including those based in our properties to provide training and promote the importance of good supporter care.
15. You may be involved in outbound retention and recruitment campaigns via telephone, email or mail.

## **SCOPE OF ROLE**

### **People Management**

- No people management
- Key internal relationships including supporter care team, property teams, fundraising, finance, marketing, communications and commercial teams

### **Financial Management**

- No direct budget management but on occasion will be dealing with financial tasks such as direct debit processing or payments over the phone.

### **Hours of work**

- Normal working hours, 40 hours per week inclusive of 1 hour lunch. Our core business hours at 9 – 5 and on a rare occasion you may be asked to work evenings and weekends as required.

## **SKILLS, EXPERIENCE & KNOWLEDGE**

The above outlines the key skills the job holder will need to possess and exercise. In addition, either knowledge of or experience in the following is required:

### **Essential**

- Experience of working in a customer or supporter facing role
- Experience of using Microsoft Dynamics CRM or any CRM database system
- Administration experience and a confident user of Microsoft office systems
- Organisation skills and strong attention to detail
- Enjoy working with people and take pride in finding solutions
- Strong communication skills (both written and oral)
- Polite and tactful in approach
- A proactive approach to your work with excellent problem-solving skills.
- Ability to multitask and prioritise workload to ensure our supporters come first
- Work well under pressure.
- An understanding of data protection legislation in relation to handling personal data.

### **Desirable**

- Experience in the charity, not for profit sector
- Experience of working in a call centre environment
- An interest in Scottish built, natural and cultural heritage

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities

## **Applications**

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People

Services Department (Applications) by email via [workforus@nts.org.uk](mailto:workforus@nts.org.uk), by Sunday 9th February 2025. Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"